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January 16, 2008

FLORENCE P. BELSER
GENERAL COUNSEL

Charles L.A. Terreni, Esquire
Chief Clerk/Administrator
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

2008-25-C

RE: Email Complaint from Wayne Pennell dated January 11, 2008

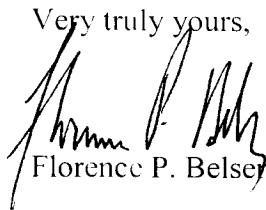
Dear Mr. Terreni:

By email transmission dated January 11, 2008, the Public Service Commission of South Carolina ("Commission") forwarded to the Office of Regulatory Staff ("ORS") an email from Wayne Pennell of that same date. Mr. Pennell's email was sent to the ORS as a customer complaint to be handled by the ORS Consumer Services Division. By this letter, I am advising the PSC that during calendar year 2007 the ORS investigated and provided the utility's responses to complaints filed by Mrs. Randi Pennell in relation to services from Comporium Communications ("Comporium"). From information obtained during the processing of Mrs. Pennell's complaints, ORS believes that Mrs. Randi Pennell is the wife of Wayne Pennell and that the complaint filed last Friday relates to the same account with Comporium.

Therefore, I am returning the email to the Commission for processing as the Commission deems appropriate.

With personal regards, I am

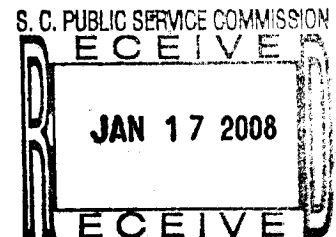
Very truly yours,



Florence P. Belser

Enclosure (as stated)

cc: Mr. Wayne Pennell
Mrs. April Sharpe, Manager, ORS Consumer Services Division



Rogers, Stacy

From: Easterling, Deborah [Deborah.Easterling@psc.sc.gov]
Sent: Friday, January 11, 2008 12:02 PM
To: Wayne Pennell; consumerlaw@nclc.org
Cc: fccinfo@fcc.gov; Randi Crowe; Sharpe, April; Hicks, Megan; Rogers, Stacy
Subject: RE: Complaint Regarding Suspension while dispute of Billing..

Dear Mr. Pennell:

This is to acknowledge receipt of your email to our PSC Website Comments.

In March 2004 the General Assembly enacted legislation which created the Office of Regulatory Staff. As a result of that legislation, effective January of 2005 the Public Service Commission took on an exclusively quasi-judicial role. All resources for the investigation and resolution of consumer inquiries and complaints were assigned to the Office of Regulatory Staff.

I am forwarding your email to that Agency's Consumer Services Department for handling.

Sincerely,

Deborah Easterling

From: Wayne Pennell [mailto:waynepennell@hotmail.com]
Sent: Friday, January 11, 2008 11:34 AM
To: consumerlaw@nclc.org
Cc: Easterling, Deborah; fccinfo@fcc.gov; Randi Crowe
Subject: Complaint Regarding Suspension while dispute of Billing..
Importance: High

Hi,

It has come to my attention that either I or my wife are not putting the correct laws or verbiage in our complaints. We have sent information and evidence that Comporium Communications has disconnected our services while a billing dispute has continued on. Comporium Communications has continuously lost our payments and then attempted to bill us for services that did NOT work. We purchased an inside maintenance plan for them to do inside repairs and they have "attempted" to rewire our house yet left hanging wires and poor workmanship.

1/15/2008

My complaint is I have contacted the BBB and the PUC which at a tech level was able to find Comporium Communications errors and report on this matter. It was at a supervisor and director level where it appears there is a "friendship" not allowing the work to be completed. We have attempted to sit down to discuss the issues we experienced with billing, forced long distance carrier switching, unable to dial 911 and other findings by the PUC techs.

Since the Public Utility Commissions are regulated at a Federal level I need someone's assistance on this matter. Not only has my wife been unable to dial 911 while the service was active but now we have no Internet, cable, phone and this affects our security system. My wife is also under disability which I understand is a civil matter and this is being dealt with there. We have attempted to move over to the only other services such as direct tv and bought more cellular equipment to allow our home business to continue. It is our belief they appear malicious in their tactics since we are competition in the media and web development business. We have spent more than \$8,000+ of our own money to "assist" them correct their mistakes in order to continue our business. Comporium is in violation of disconnection of services while a bill is in dispute, further more we have recorded conversations stating not to pay while this matter is being investigated. Also it has been proven in Comporiums admittance to lost billing, poor communication, lack of knowledge, intentional disconnecting our lines to our security system and leaving notes of this on our door (for all to see), wrong 911 settings and refusal to adhere to PUC technical solutions to fix noise and regulatory guidelines.

If you can not assist on this matter please indicate through **both** email and a letter addressed to the address below. My next course of action is having the news media contact all of you with the evidence we have proving various violations this company is being allowed to do because of friends working across the boundaries. Please enforce them to reinstate the services until this matter is resolved.

Thank you and I look forward to your timely response. Please cc all responses.

Regards,

Wayne Pennell
3012 Hitching Post lane
Rock Hill, SC 29732

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